

In the Loop

Award winner – Sylvia Rice

The winner of this year’s Bryan Johnston Supervisor Award is Sylvia Rice! Sylvia is the APS Team manager for District 8, in Jackson and Josephine County. When asked about Sylvia, here is what some of her colleagues had to say:

Sylvia is a very caring manager who advocates for her staff and others in our branch. What I appreciate about Sylvia is her humor and the ability to keep a great perspective. She always has time to staff situations and is willing to help our management team whenever necessary – Karen Kahl, supervisor District 8



L-R: Sylvia Rice and Trisha Baxter



L-R: Angela Munkers, Sylvia Rice, Trisha Baxter, Mike McCormick

Sylvia is not only an insightful person, she is a wealth of knowledge. When I go to her with questions, she challenges me and gives me the tools on how to get the answer. She is real and someone that understands people have bad days and make mistakes. Great job, Sylvia!! - Lauren Garmendia. Transition/Diversion

For more Photographs and comments, turn to page 18. Congratulations Sylvia!

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Supporting APD/AAA field structure by providing efficient, timely, and accurate information through superior customer service.

Mike wants to know...

At the recent APD All-Staff Meeting, I spoke about the importance of providing not just equal *access* to services, but equal *outcomes* as a result of services.

Different groups and communities can have very different service needs and preferences, and some groups tend to use certain services more or less than others. Reasons for different usage patterns of service may be related to a number of factors, but it should *never* be because a person or group feels like they are being discriminated against.

Last week, I heard a story about an older homosexual man who was kept out of a congregate setting because of his sexual orientation. It was horrible to think that this could happen in 2014, and I want to make sure that we are doing all we can to combat this and other kinds of discrimination in our system.

One way we can do this is to better understand what kinds of discrimination are occurring. At the all-staff meeting, I called on each of you to send me any examples of discrimination you have witnessed or known about directly, and I hope you will take the time to do so.

By bringing these examples forward, we can work more effectively to ensure that every consumer we serve receives the assistance they need while being treated with the dignity and respect they deserve.

My e-mail address is: mike.r.mccormick@state.or.us.

Thank you!



Chopper
- Lucas
Brostean,
Portland

Forms update

Please delete all copies of the prior versions of these forms from your desktop and archives and use only the current version going forward. All current forms are available on the [DHS forms server](#).

- SDS [340](#), *Care Plan*, has been updated based on field request;
- SDS [539C](#), *Medicaid Redetermination/Medicare Savings Program Application*, is updated in multiple languages - the version date is 3/2013;
- SDS [539R](#), *Rights and Responsibilities*, is available in the current version in multiple languages - the version date is 3/2013;
- OHA [7209](#), *Request to End Medicare Advantage and Medicare Special Needs Plan Enrollment*, has been updated with current language and rearranged for a better flow.



Ann McQueen with a Go Nuts! peanut butter & nuts donation box.

Looking for past issues of In the Loop? Do you wish you had an index to all the great information? Newsletter and the indexes are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

Bend food drive!

The Bend APD office had a wild February. Every morning begged the questions: “How do I need to dress?” and “How much extra time do I need to get to work?” Both questions, nearly impossible to answer, were inspired by the snow, rain, wind, freezing rain, freezing fog and SUN we experienced!!

Amidst all this meteorological madness, we had a couple of fun events to support the Governors Food Drive. We helped combat hunger by feeding our own; selling hot soup and bread for lunch. We also had delicious loaves of Dave’s Killer Bread for sale.

Our other event was an exciting raffle. Many local downtown restaurants and businesses generously donated gift certificates and merchandise to support the Governors Food Drive. We even had an employee donate his skills as a tennis coach in the form of a tennis lesson. Between these two events and payroll deductions, the Bend APD office raised nearly **\$700** and had a lot of fun doing it.



Lily - Sherri Devlin, Multnomah County

Lisa Finch, District 10

APD Field Services food drive

The Central Office APD Field Services and Supports team had a very successful food drive season! We finished our rummage sale by teaming up with Budgeting for a bake sale and rummage sale.

We also ran a two day silent auction with beautiful knitted treasures, themed baskets, pottery, collectibles, and jewelry. Thank you to the Home Care Commission for the amazing camping basket and to everyone who found donations or gave their time and made it a huge success. The total raised by APD Field Services and Supports is **\$4,230!**



February 2014 SNAP honor roll

100% accuracy!

0111 Baker City APD	100%	1611 Prineville APD	100%
0310 Canby APD	100%	1612 Madras APD	100%
0311 Oregon City APD	100%	1911 Woodburn AAA	100%
0313 Milwaukie APD	100%	2019 Cottage Grove APD	100%
0411 Warrenton AAA	100%	2411 Salem AAA	100%
0913 LaPine APD	100%	2911 Tillamook AAA	100%
1011 Roseburg APD	100%	3415 Tigard APD	100%

90% or better accuracy!

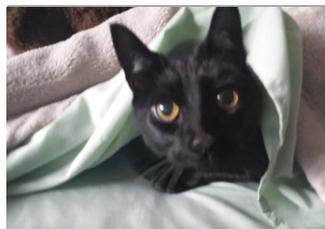
2111 Toledo APD	96.00	3211 Florence AAA	93.33
2211 Albany AAA	95.83	3311 The Dalles APD	93.33
0911 Bend APD	93.75	0914 Redmond APD	92.86
0314 Estacada APD	93.33	2711 Dallas APD	92.31
0511 St. Helens APD	93.33	1513 Medford SSO	92.00
2311 Ontario APD	93.33	1717 Grants Pass APD	92.00
3013 Hermiston APD	93.33	3518 East Multnomah AAA	92.00

The accuracy rate for AAA and APD branches is 78%.

Roseburg SSO food drive!

Thank you to everyone who participated in events, donated to events, and a big thanks to my fellow food drive committee members. Without you all this would not have been the success it was.

This year we have raised an amazing amount of money (the most since I have been here). I don't have the final canned food count yet but we raised **\$1028.71** in cash. This in an amazing amount for our two little offices.



Carlos - Jo Ann Schamber, Oregon City

For every \$10 **UCAN** will distribute a Food box equivalent to 30 meals. So by my calculations with the money alone we collected we will be providing **3090 meals** to the hungry in Douglas County. Great job everyone!

Melody Lollar, Douglas County



Don't forget!

Keep provider information in a provider file - not in the customer's file. In the past, some offices have kept the provider and customer information together - if you are in of those areas, please stop this practice immediately. The recent audit where provider paperwork was missing has reinforced how important it is to have the provider information stored separately

5515 “branch”

Branch 5515 in Oregon ACCESS, is a discontinued branch number and should never be used to assign cases. Some system functions of Oregon ACCESS will remove cases from the original branch and assign the case to 5515, but cases should not be transferred into 5515 deliberately.

5515 is used by some non field office units, such as APD Field Services, to access system information which requires a branch association; there is no one actually “working” these cases. Also, when a closed case is activated in Oregon ACCESS by the Program Integrity unit during their review process the case will appear assigned in 5515.

Units using the 5515 designation in Central Office are not able to assist with transferring cases; the DHS Service Desk is also unable to help.

If you need a case in 5515, contact Karen Gulliver, Lauren Mitchell, or Angela Munkers by email. Please include the customer’s prime number and the destination branch number in the email – just sending a name is not enough!

If the closed case appears active, it’s probably because someone needed to look at the narratives; these cases will “age-off” again and become inactive shortly.

If you need a case transferred contact:

- Karen Gulliver: karen.l.gulliver@state.or.us,
- Lauren Mitchell: lauren.e.mitchell@state.or.us;
- Angela Munkers: angela.p.munkers@state.or.us.

Also please see: [APD-IM-13-040](#).



Milo - Jodi West,
LaGrande

Resource assessment changes

The March 4, 2014 Train the Trainer (TTT) included a discussion of changes on how to determine the resource assessments for the community spouse.

Both the rules and the worker guide have been updated. The new language in the rules is based on a court case.

Changes to the process are in the revised [Worker Guide 2](#). Look for updates in red.



Don't forget! Get signed up for TheWorkNumber.com! The site provides income verification from thousands of employers from across the country and based in Oregon. Checking income on TheWorkNumber.com is considered the same as paper verification like a pay stub. Reviewers and auditors will cite you if the income is on TheWorkNumber.com and the customer is pended to provide it – so contact your local sub-administrator and get connected!

Looking for past issues of In the Loop? Wish you had an index? Every issue of the newsletters and an index of the contents are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

Roseburg DSO food drive!

We had several events throughout the month. Raffle Drawing which was a big hit, Bagel and coffee day, hot dog lunch and my favorite which you will see in the pics I am including the management obstacle course. Spectators bought a colored pennant that coincided with a management member and that was their admission to watch the event. Also the winning team will receive a light breakfast break on Wednesday 3/12/14 to celebrate the win.

Our management team had to bounce a ping pong ball and make it stick to the bread with peanut butter, balance 5 pencils on the top of their hand and toss them up and catch them all, blow a cotton ball through an obstacle course using a straw, Hula hoop, and finally hop scotch their way to the finish line.

It was so much fun for all participants and spectators.

Below is the amazing team who coordinated it all. Maria O'Connor, Cary Rhoads, Melody Lollar, Beth Elye, Jackie Paxton, Tom Maloney, Pamela Croll, Tony Whitcomb, and Kairi Orejuela.



Mental health and liabilities

Do MH clients pay a liability?

Clients residing in 24-hour Residential Mental Health Treatment Facilities may be required to pay a liability just like any other service case. However, MH liabilities are calculated differently than a standard liability.

How is the liability calculated?

The MH liability is determined by taking the client's income and deducting \$741 (for 2014). Whatever income remains is the client's cost for the services they receive. Once coded correctly, the CM system will calculate the liability and forward that information on to MMIS. MMIS then pays the provider for the cost of care less the client's portion.

Is anyone exempt from paying?

There are some instances where a client does not pay a liability while in 24-hour residential care. These include:

- EPD cases, where the client pays the EPD Participant Fee;
- Clients assumed eligible for OSIPM under OAR [461-135-0010](#) (SSI, 1619[a], 1619[b], et al.); and
- Clients who are DACs, Pickle, and widows/widowers [461-160-0610](#).

How is the client notified of their liability?

24-hour Residential MH clients are no longer part of the 512 process. This means notification must come from the eligibility worker who codes the case.

What notice should the worker send?

Workers must send notice manually whenever a liability is incurred, increases, or decreases.

- Send a 541 at initial determination to inform the client of their liability amount.
- Send a 540p to increase a liability during mid-certification. 10-day notice is not required per [461-175-0230](#) (3) (b).
- Send a 540 to inform the client of a reduction in liability during mid-certification.



*Katana and Kershaw
- Cindy Wolford,
Roseburg SSO*

Where can I find more information about 24-hour MH Residential Treatment facilities and OSIPM eligibility?

For more information about the topics listed above, please visit APD Worker Guide D-10 using the following link: www.dhs.state.or.us/spd/tools/additional/workergd/d.10.htm.

April 2014

Autism awareness month
 Defeat diabetes month
 Parkinson’s awareness month
 Stress awareness month

Apr. 1 - 7: Laugh at work week
 Apr. 6 - 12: Explore your career options
 Apr. 18 - 23: Consumer awareness week
 Apr. 20 - 26: Admin. professionals week

Apr. 2: National walking day
 Apr. 6: Army day
 Apr. 15: Tax day
 Apr. 18: Adult autism day
 Apr. 22: Earth day
 Apr. 23: Admin. professionals day
 Apr. 30: Adopt a shelter pet day



Dingo and
 Kiwi - Chris
 Angel,
 Central
 Office

Excel tip

To get a second line in a cell (one box) hold down **Alt** and press **Enter**. The cursor will drop to the next line and you can type normally. (Do not space over until the text drops!) By using this method, you can sort and format normally without any forced formatting text wrap issues.

Take computer based training through the [DHS Learning Center](#): Excel 2003, #C03653; Excel 2010: C03648.



Don't forget! Make sure the completed voter registration cards are mailed to your local county elections office within **5 calendar days** of the date it is completed. The day the card is signed is Day 1. Every card arriving late is assigned a monetary fine which can increase over time as the late cards pile up – plus it breaks the law to send them late. Watch those dates, it's a big deal!

April 2014 Community Based Care payment schedule

April provider service payments for the APD and DD 512 Programs as well as the CEP Program will issue the night of Tuesday April 1st and mail to providers the next business day which is the morning of Wednesday April 2nd.

Direct Deposit (EFT) payments will also issue on Tuesday April 1st. However, rather than being mailed, they will be sent to the Department of Treasury and out to individual banks for processing. Banks are allowed to use up to three (3) banking days to process direct deposit payments which does not include weekends or holidays! Please note DHS does not have any control of how and when individual banks process their direct deposit payments.

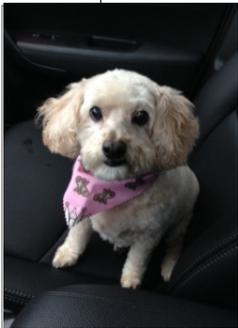
Per the agreement signed by the provider to begin direct deposit of their payments, the provider is required to confirm funds are available before making purchases out of their account. DHS will not reimburse providers for overdraft charges due to insufficient funds.

- EFT payments will be available by 11:59 pm on or before Friday April 4th.

Direct Deposit information, sign-ups, changes to account information, and other questions should be directed to the E-Commerce Unit at 503-945-6872.

Kristen Hutton, SPD Payment Support Unit

April 2014 training calendar

Monday	Tuesday	Wednesday	Thursday	Friday
	1	2	3	4
7 Eligibility 201, Gresham (1:00 - 4:30)	8 Eligibility 201, Gresham (8:30 - 4:30)	9 Eligibility 201, Gresham (8:30 - 4:30) Ask diversity. Salem (9:00 - 4:00)	10 Eligibility 201, Gresham (8:30 - 4:30)	11 Eligibility 201, Gresham (8:30 - 12:00) Cultural competency and diversity, Woodburn (8:30 - 4:00) DV 101 (8:30 - 4:30)
<i>Dates and availability of classes are subject to change. Please review availability on the DHS Learning Center.</i>				
14	15 CBC: 512, Albany (8:30 - 4:30)	16 CBC: 512, Albany (8:30 - 4:30) AFH Licensor training (8:30 - 5:00) DV 101 (8:30 - 4:30)	17 AFH Licensor training (8:30 - 5:00)	18
21	22 Advanced eligibility calculations and trusts (8:30 - 4:00)	23 EPD (8:30 - 4:30) Ask diversity. Oregon City (9:00 - 4:00)	24 Presumptive Medicaid training (8:30 - 12:00) Field Leadership meeting (8:30 - 5:00)	25 Cultural competency and diversity, Woodburn (8:30 - 4:00)
28 Cultural competency and diversity, Woodburn (8:30 - 4:00)	29 Oregon ACCESS basics, Portland (8:30- 4:30) DD and mental health eligibility for OSIPM (8:30 - 4:30) Cultural competency and diversity, Woodburn (8:30 - 4:00) Basic Lean concepts (8:30 - 12:00)	30 Oregon ACCESS basics, Portland (8:30- 4:30) Ask diversity. Clackamas (9:00 - 4:00)		
				
			<i>Heidi - Jennifer Lawrence, Beaverton</i>	

Removing EBT benefits issued in error

SNAP Policy has received several questions about removing EBT benefits from customers' accounts when they have been issued in error; these requests are going to the Service Desk.

The Service Desk has been asked to stop removing benefits from customers' accounts. Once benefits are issued into a customer's account– they are the customer's benefits, whether they were correct or not. These benefits cannot be removed from the EBT accounts without the client's approval and permission.

Staff can offer two options to customers when these incorrect issuances happen. The clients will get to choose which option they wish to go with. Here is what needs to happen:

Contact the customer and explain what happened and benefits were issued into their account in error. Explain there are two ways to rectify the situation:

1. The customer can sign a [457D](#) and to authorize removal of the benefits issued in error; or
2. They can keep the benefits and an administrative error overpayment will be written.

Once the customer has chosen an option, remember to take action. Should the customer decide to come in and sign a 457D, the benefits can be removed from the case by the local admin or support staff in office. Policy around removing benefits is in APD FSAM under [Oregon Trail Card](#); section 16 explains what to do.

The removal of benefits must be done in the local offices. Your office can choose to use the DHS 215 as a check and balance when having benefits removed from client's cases, however it is not required. Please email SNAP Policy with further questions.

SNAP Policy Analysts

TTT highlights – Medicaid

The March 4, 2014 Train the Trainer (TTT) meeting discussed medical eligibility changes. For information on attending TTT in person or via v-Con or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

Please contact Bill Brautigam for updates on the Defense of Marriage Act (DOMA) changes.

- Email: bill.h.brautigam@state.or.us, or call 503-945-5204.

Please contact Lauren Mitchell or Katherine Bodi with questions related to Affordable Care Act (ACA) Medicaid. Also see the ACA information FAQs.

- Email Lauren: lauren.e.mitchell@state.or.us, or call 503-945-6479;
- Email Katherine: katherine.m.bodi@state.or.us, or call 503-945-6455;
- Affordable Care Act (ACA) information and help website: <http://www.dhs.state.or.us/spd/tools/ACA%20Information/ACA%20Index.htm>.



Medical federal compliance audit 2013

Here are the final findings of the 2013 Medicaid compliance audit completed by the federal auditors.

1. Required documentation of provider eligibility is not maintained;
 - Provider enrollment agreements could not be found;
 - Background check approval was not found;
 - I-9 form not signed by the required staff;
 - Four providers had no evidence of eligibility.
2. Client eligibility
 - Client-pay in amounts are incorrect because of using incorrect income to calculate the liability;
 - Signed applications missing/not retained.
3. Direct entry: FMAP direct entry sample items had an incorrect rate applied.
4. MMIS issues: Age and gender edits continue to malfunction.
5. Long-term care facilities:
 - Signed closing letter not retained;
 - Facilities did not have a detailed review as required;
 - Disallowed costs not exclude.



Boris - Karen Gulliver

TTT highlights – Quality control

Here are highlights from the March 4, 2014 Train the Trainer (TTT) meeting specifically from the Quality Control Unit. To attend TTT or present at a meeting, contact [Lauren Mitchell](#).

There are a few changes to the Quality Control (QC) process for the 2014 fiscal year:

- APD medical cases will not be reviewed;
- The threshold for a reportable SNAP error is lowered to \$38.

To prevent errors, QC has some tips and advice:

- Narrating “Screens checked” will not prevent errors if QC finds a discrepancy;
 - Instead specify which screens were viewed and what was found.
- Make sure you ask about how the utilities are paid and specifically if they are included in the rent total – this is a big error!
- Make sure there are copies of the medical deductions in the case file;
 - You can photograph receipts in the field and print copies for the file when you get back;
 - Whenever possible/reasonable, please get a copy of the medical cost for the file.
- Show your calculations! Anytime you make a calculation, add it to the narration.

More NVRA Q&A

Here are more questions and answers about the National Voter Registration Act (NVRA) procedures. If you have a question, contact Karen Gulliver by phone, 503-569-7034, email: karen.l.gulliver@state.or.us, or IM.

Q: When someone applies through CAPI, is the declination saved?

A: CAPI, the online application, does not include the voter registration question. This means customers who apply online, are required to have contact asking them about voter registration; remember to fill out an [MSC 503D](#), *Oregon Voter Registration Declination Card*. I'm very hopeful future online applications will have the question, but for now, you have to remember to ask as a separate step.

Q: Can I get the declination translated?

A: DHS has decided to not translate the declination (503D) because the form does not have to be completed by the customer. The declination card has a line for a signature, but the signature is *optional*. Staff can complete the declination for the customer and print the customer's name on the line that says "signature"; please print legibly. Do not add anything in the "Additional information" box – that's for customers to complete only.



Macei - Tracy
Andrews, OPAR

Q: What's the policy sending in the voter registration cards?

A: The NVRA requires all voter registration cards to be at the County Elections office within five (5) calendar days from the date they are completed. The cards must be given to your local office coordinator immediately for mailing. Every card which arrives later may be assigned a monetary fine assigned to the local office. Send all cards to the local County Elections office, including the ones that are only partially completed or belong in another county. Also, be sure to keep the voter registration cards secure to protect the customer's information.

Q: I heard you want me to date stamp the voter registration cards.

A: The law requires us to add a date stamp to both the completed voter registration card and the paper declination forms. Guidance from the Department of Justice has told us the date stamp has to be plain – no identifying names or branch information. The date stamp has to match the date the form was completed.

Q: What can someone see if my customer asks to be exempted from the public record?

A: Only the residence address is suppressed so it's very, very important to make sure anyone who has safety concerns also has a valid mailing address separate from their residence.

PLEASE REMEMBER: *NVRA is a federal mandate and Congress requires Oregon to participate - NVRA is the law! Central Office would always choose to reduce the workload if we could, and I understand the extra effort needed to make NVRA successful. We're getting closer to full compliance and your cooperation is greatly appreciated!*

TTT highlights – ICP

Here are highlights from the March 4, 2014 Train the Trainer (TTT) meeting specifically about the Independent Choices Program. For information on attending TTT in person or via v-Con or about presenting at the TTT meeting, please contact [Lauren Mitchell](#).

Reminder:

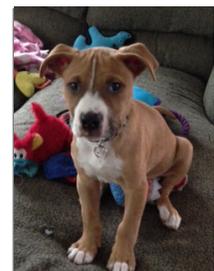
- Staff are **required** to discuss and offer the Independent Choices Program (ICP) as an option for consumers;
 - ICP is a Medicaid program and must be offered with the other options for the consumer;
 - There is no requirement for the consumers to access ICP, but the worker must not influence their decision;
- Rules and guidelines for ICP are located on the case management [website](#), 411-030-0100;
- ICP is very good for consumers who change care hours frequently

Participants:

- Currently ICP includes 295 participants;
 - 85% of participants are spouses and receive more hours than spousal pay;
 - Consumers may receive higher benefits through ICP;
- There is capacity for many more participants in the program;
- Persons who cannot pass a criminal background check to be a homecare worker may be a provider through ICP;
 - ICP providers must have a background check but can still provide care if they fail;
- ICP participants can choose to hire a bookkeeper with the ICP funds to manage their money and income for their provider;
 - Participants can also have a representative;
- The VDQ differential can be applied to ICP providers.

Resources:

- ICP rules and guidelines are located on the case management website;
 - Rules: [410-030-0100](#);
 - ICP [website](#);
 - ICP [Worker Guide](#);
 - ICP [Participant Handbook](#);
- Kelsey Weigel can offer guidance and advice for ICP: 503-945-6413, or kelsey.c.weigel@state.or.us;
 - Central Office has heard staff are reluctant to discuss ICP because they are unfamiliar with the program, so please ask
- Training is offered quarterly through the [DHS Learning Center](#).



Peanut - Sherry Kroll, Albany



Don't forget! The federal Department of Justice requires all agency and partner staff, meaning AAA and APD, who work with customers to complete voter registration training every year. In person training which focuses on changes from last year, challenges, gaps, and general questions is available in your area by calling or sending an email to [Karen Gulliver](#). The training can be a stand-alone or part of your regular staff meeting. (*I've been in the office for months - invite me out! kg*) New staff can view the updated 2014 training on the [DHS Learning Center](#), course # C04169.

ACA FAQs update

Here is a highlight of some of the new material on the ACA FAQs [website](#). Link to the ACA page through the APD [Staff Tools](#) (under the *Latest News* column):

- Flow chart for [non-service eligible clients](#);
- Flow chart for [service eligible clients](#); Lauren is working on a better format for this;
- Procedure [document](#) delineating how to handle the situation when a MAGI eligible client begins to receive Medicare; 5503 supports this procedure. This may change depending on how it works, but please try using the procedure.

Send [Lauren Mitchell](#) any issues you are having with the procedure for new Medicare people, or anything else related to MAGI - be specific and include case information. Check back daily on the ACA site for more updates and tools.

SNAP Basics training

Do you determine eligibility for SNAP? If you do, you must take the SNAP Basics training class offered through the SSP Training Unit; you will not be allowed to take the more advanced SNAP classes until you have completed the SNAP Basics.

The training you receive in the office around SNAP is useful, but not necessarily 100% accurate. The SNAP basics class has all the current information and answers you need to be successful. The SNAP Policy Analysts work with the Training Unit to make sure everything in the class is accurate and includes the latest news so it will always be useful and informative.

Remember SNAP is SNAP is SNAP – it doesn't matter what type of office you are in, AAA or APD or SS, SNAP is always the same; the only difference is where we narrate. Check the [DHS Learning Center](#) for the next date and time.

I know it 's called "SSP" Training Unit and in the past it's been largely about the kids from SSP and nothing about your case load. I know the blank look when the trainer doesn't know what you're talking about is frustrating. I get it – but give them another chance.

The Training Unit has been working hard t to understand the work in the AAA and APD offices and be more inclusive; that perception you have is old news! Give them an opportunity to show you how much they have always valued AAA and APD - kg



Fern - Chris Angel,
Central Office

Bad addresses

Recently DHS sent notices to the entire SNAP caseload. While preparing for the mass mailing we found some issues with addresses. We noticed a trend where “Homeless” is coded as the home and mailing address. We even found some examples where the physical address was filled in with a valid address, but “Homeless” was listed as the mailing address. These scenarios guarantees, 100% of the time, mail will be returned on this case. It will also guarantee the recipient will almost certainly have a break in benefits and be forced to make multiple contacts with the offices.

Addresses are the foundation of our cases. Without a valid mailing address, we technically, do not have a filing date. Without a valid mailing address – recipients won’t get notices. If recipients don’t get notices, they are denied their due process, which we are federally required to provide. When this happens, we get QC errors. When we get QC errors, our error rate rises and we end up in trouble with Food and Nutrition Services (FNS).

It’s important to correctly code addresses on FSUP. The FSMIS system mails notices to the home address (what’s coded on the **Home Addr** field) unless another address is entered in the mailing address (**Mail Addr** field). If the case has a home and a mailing address, the system will send notices to the mailing address.

Please make sure you are not certifying cases without a valid mailing address. If the recipient is homeless, please add “homeless” to the **Home Addr** field and a valid mailing address to the **Mail Addr** field. If the applicant does not have a valid mailing address, they can use *General Delivery* as a last resort. This means mail will be held at the local area post office for up to 30 days. In medium to large cities with multiple ZIP Codes, the applicant should use the ZIP Code for the area’s main Post Office. To find the main Post Office which will accept General Delivery in an area, speak to any Post Office associate or call 1-800-ASK-USPS (1-800-275-8777).

If you receive mail returned, whether because the mailing address is coded as homeless, or it is a regular piece of returned mail, follow the returned mail process found in Multiple Program Worker Guide #20. Check the files and narratives for updated addresses. If found, update the case and resend what has been returned. If no updated address can be found close the case with a reason code of RM. SNAP cases should not be opened if we do not have a valid mailing address.

Please help customers get their notices and not lose benefits. Make sure you have a valid mailing address on each and every case!

SNAP Policy Analysts



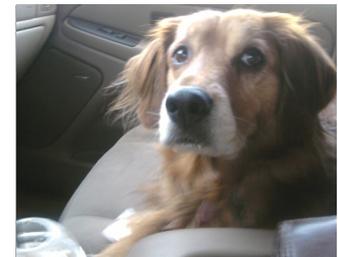
Casey, Cody, and
Clyde - Chris Ellis,
Central Office

Looking for past issues of *In the Loop*? Wish you had an index? Every issue of the newsletters and an index of the contents are on the APD Field Services web page: www.dhs.state.or.us/spd/tools/field/index.htm.

The new registry and referral system (RRS)

The new RRS is now being used and the Home Care Commission has been offering staff trainings through GoTo Meeting. If you were unable to attend training and you would like to, please contact Ron McGhee with the Oregon Home Care Commission (ronald.g.mcgee@state.or.us). The manual will soon be posted on the Case Management tools website, so remember to check the site frequently. Here are a few things to know:

- You can find the RRS by typing www.or-hcc.org into your browser. If this is your first visit, you will need to register. Your username is your RACF and the password is Welcome1234\$. You will be prompted to change your password. Each staff member using the RRS should use their own profile.
- With the new RRS, a profile must be created for each consumer looking for a HCW and consumers will have their own user name and password. It just takes a moment initially, but it saves time in the long run. Since the information can be saved on the RRS, it takes no time at all to pull a new list for the consumer.
- “Anonymous” is a thing of the past. The whole intent of the RRS is to match a specific consumer to an available HCW who could best meet the consumer’s specific service needs. Pulling a general list defeats that purpose and the list results in a lot of frustration and dissatisfaction on everyone’s part.
- HCWs must log into the RRS every 30 days to be available for referral. The system will ask them if they are looking for work and, if they answer “no,” their name will not appear on a referral list.
- HCWs will be responsible to fill out their own profile on the RRS and very soon, the local office will not have to enter all the information into the RRS from the HCW application.
Until a policy transmittal is issued, please continue to complete your work as you currently do.



Lakota - Heather Bell,
Klamath Falls

Medicaid Long term Care

The Dalles food drive!



This gorgeous quilt was raffled off to raise money for the Governor’s Food Drive in The Dalles. The quilt raffle was one of several events in The Dalles office which helped raise over **\$500!**

Great job everyone!

Send in pet photos!

Send them by email or to my iphone: 503-569-7034. If you have a pet and see this newsletter, we want to meet your pets!

Collective Bargaining Agreement

The 2013-2015 HCW/PSW Collective Bargaining Agreement is now posted on the CM Tools webpage under “Recent Updates” and under the homecare worker section.

LTSS Innovator Agents on the job!

Long Term Services and Supports (LTSS) Innovator Agents (IAs) are hard at work on Memorandum of Understanding with CCOs and LTSS offices (APD and Type B AAAs). These are required agreements about how CCOs and LTSS offices work together and hold each other accountable. There are five required domains:

- Prioritization of high needs members;
- Development of individualized care plans;
- Transitional care practices;
- Member engagement and preferences;
- Establishing member care teams.

The first MOUs were completed in 2012 and renewals were expected in 2013. With the completion of the hiring of the LTSS Innovator Agents in early winter 2014, staff is now available to gather work with local offices and CCOs to gather information about the successes, challenges, and outcomes of the first agreements to use in developing future agreements.

LTSS IAs have also been busy getting to know community partners, attending meetings such as CCO Community Advisory Councils, connecting with CCO Innovator Agents, looking at data on service utilization and those with high needs, developing tools for their work and meeting and shadowing local office staff. LTSS IAs are eager to meet staff: come say hello! Also look for monthly IA news in future newsletters.

- D 1 and 3: Lavinia Goto of NWSDS
- D2, 15, and 16: Jan McManus of Multnomah County Aging and Disability Services
- D4 and 5: Sarah Ballini-Ross of OCW
- D6, 7, and 8: Liz Bardon of RVCOG
- D9 and 15- Kris Boler of APD (*Note: Clackamas has double coverage due to large population in PDX metro area.*)
- D 10 and 11: Jill Sipes- of APD
- D12, 13, and 4: Bridget Roemmich- of APD



LTSS Innovator Agents at training in Salem!
 L-R, Front row: Sarah Ballini-Ross, Lavinia Goto, Jan McManus,
 L-R, Back row: Jill Sipes, Bridget Roemmich, Liz Bardon, Kris Boler

Naomi Sacks, APD Advocacy & Development. Contact your Innovator Agent for more information or Naomi at Naomi.E.Sacks@state.or.us.

District 15 food drive!

District 15 had another successful Governor’s Food Drive this year! All offices participated in the ever-popular auction, offering an array of gift baskets ranging from Miller Paint “buckets” to Bob’s Red Mill mixes. The big winner was the artfully designed Pot of Gold basket featuring lottery scratcher tickets and a St. Patrick’s Day Raffle ticket!



The Pot of Gold gift basket garnered \$150 alone, and proceeds from all auction items totaled \$616.75 from the district’s four offices! Staff donations to the month-long yard sales, bake sales, and lunchtime taco specials brought in an additional \$415.81. Generous employee payroll deductions topped out at \$2028.00, bringing District 15’s 2014 Governor’s Food Drive grand total to **\$3060.56!** This was almost 1,500 pounds of food over last year’s drive.

Thank you is not enough for the organizers in each office: Stephanie Cruz for Canby, John Henry Crippen for Milwaukie, Melodie Kozol, and Nadja McConville for Oregon City and Pam Dutra for Estacada. A really big shout-out goes to Nadja McConville, who’s tireless and relentless efforts paid off in a big way this year!



And to all the employees who participated they have, once again, stepped up to help the very community they serve every day.

LeAnne Jespersen, Oregon City

More pics from page 1

Here are some more pictures and comments from the article on page 1:

Sylvia has one those brilliant, inquisitive minds that are exciting to watch when ideas are unfolding. She is a thoughtful thinker and is always looking to find a better way to do anything. Her whole tenure as both case worker and a manger is distinguished for her advocacy for clients, staff, and programs. Her thoughtful insights are very much appreciated. I thoroughly enjoy working with Sylvia! – Kathie Young



L-R: Sylvia Rice, Trish Baxter, Mike McCormick



Sylvia Rice and cake!



L-R: Angela Munkers and Sylvia Rice